



Federal Supply Service

Government Wide Acquisition Contract Center Pacific Rim Region

This report contains business sensitive information and should not be
Released without approval of the Procuring Contracting Officer.



**Past Performance Management Report
Contract Year Six
Survey I**

ITOP II PAST PERFORMANCE MANAGEMENT REPORT
CONTRACT YEAR 6

Executive Summary

Prior to May 20, 2004, the ITOPII contracts were awarded and administered by DoT. It is unclear whether DoT conducted a Past Performance Survey on the ITOPII Task Orders. Contracts to provide Information Technology ("IT") services under GSA's ITOPII Program were awarded in January 1999 to 26 contractors, or "Industry Partners." The ITOPII Contract is a multiple-award, indefinite delivery, indefinite quantity, (MA/IDIQ) contract that provides a wide range of Information Technology (IT) services, with three functional support areas of Information Systems Engineering (ISE), Systems Operations and Management, and Information Systems Security Support Services. Currently in the seventh year of a seven-year period of performance, the ITOP contract expires in January 2006. Under ITOPII, multiple year task orders are permissible for a maximum of up to five years. The ITOPII contracts are in their seventh contract year. The evaluation period addressed under this survey is for the sixth contract year, which equates to fiscal year 2004.

ITOPII is a multiple contract procurement vehicle designed to provide a broad range of Information Technology (IT) support services. Through the use of ITOPII, customers have a flexible means of meeting IT needs quickly, efficiently, and cost effectively. ITOPII was designed to provide our customers with highly skilled, responsible contractors (large, small, and 8(a)) who possess a wide variety of expertise. The ITOPII Program has been extremely effective at providing high-quality, cost-effective IT services to Federal Government agencies throughout the world, largely due to the contractual relationships with high-caliber Industry Partners, coupled with diligent performance monitoring by the Enterprise Government Wide Acquisition Contract ("GWAC") Center, Pacific Rim Region.

A large portion of the Enterprise GWAC Center's monitoring effort relative to ITOPII was achieved through an ITOPII Annual Past Performance Survey, the subject of this report. The Enterprise GWAC Center has developed a procedure to query all GSA task managers and client agencies that had active task orders during the evaluation period of October 31, 2003 through November 1, 2004.

The evaluation factors used in this survey are identical to the factors used for ANSWER and Millennia GWACs held at this Center. This methodology provides the government the ability to logically, accurately and objectively monitor the contractor's performance. This survey was conducted using Web Surveyor, a commercial off-the-shelf ("COTS") web-based survey software product.

A total of 104 questionnaires were distributed by email to survey a total of 78 task orders. Follow-up emails and phone calls were used to encourage completion of the surveys. The survey period had a duration of 21 days, starting on February 16, 2005 and ending on March 8, 2005. Data Validation was performed by the Government to verify the accuracy of the data collected.

ITOP II PAST PERFORMANCE MANAGEMENT REPORT
CONTRACT YEAR 6

All Industry Partners were provided a summary report of their survey scores, personally debriefed on the survey results for their companies and given an opportunity to submit comments to the PCO regarding their scores.

ITOP II PAST PERFORMANCE MANAGEMENT REPORT
CONTRACT YEAR 6

Key Results

- ❖ Average Score for External Industry Partners: 4.18¹
- ❖ Average Score for Internal Industry Partners: 4.28¹
- ❖ Overall Weighted Average Score for all Industry Partners: 4.19¹
- ❖ Overall² Survey Response Rate: **59.62%**
- ❖ Average Score for ISE External Industry Partners: 4.33¹
- ❖ Average Score for ISE Internal Industry Partners: 3.98¹
- ❖ Overall Weighted Average Score for all ISE Industry Partners: 4.27¹
- ❖ Overall² Survey Response Rate for ISE Partners: **68.18%**
- ❖ Average Score for ISS External Industry Partners: 3.36¹
- ❖ Average Score for ISS Internal Industry Partners: 0.00³
- ❖ Overall Weighted Average Score for all ISS Industry Partners: 3.36¹
- ❖ Overall² Survey Response Rate for ISS Partners: **66.67%**
- ❖ Average Score for SOM External Industry Partners: 4.49¹
- ❖ Average Score for SOM Internal Industry Partners: 4.43¹
- ❖ Overall Weighted Average Score for all SOM Industry Partners: 4.47¹
- ❖ Overall² Survey Response Rate for SOM Partners: **51.85%**

¹ Score based on a 5-point scale.

² Consists of “External” client and “Internal” GSA Information Technology Manager responses.

³ No responses received for ISS Internal Industry Partners

ITOP II PAST PERFORMANCE MANAGEMENT REPORT
CONTRACT YEAR 6

Contract Background

Program History

The Government Wide Acquisition Contracts (GWACs) were designed to take advantage of economies of scale, reduce duplicative contract vehicles and provide clients a streamlined method to fulfill their IT requirements. In FY 03, the Department of Transportation (DoT) determined that operating the ITOP II Program was not a part of the core DoT mission. As a result, DoT did not seek renewal of its executive agent authority for ITOP II and began seeking to transfer the function and associates to another agency. In early 2003, DoT initiated discussions with GSA to transfer the program, and a series of meetings followed between GSA and DoT to share information on the program's processes, finances and operations. GSA completed its review of contract files, and finances, and reviewed ITOP II staff member qualifications. The result of those reviews were positive and GSA pursued the appropriate approvals to affect the transfer of the ITOP II Program from DoT to GSA.

The ITOP II contract is a Multiple Award, Indefinite-Quantity contract that was transferred from the Department of Transportation on May 20, 2004, the Enterprise GWAC Center, Pacific Rim Region which received its executive agent authority approval for ITOP II on June 9, 2004. The ITOP II contract provides a wide range of information technology (IT) services, with three functional support areas of Information Systems Engineering (ISE), Systems Operations and Management, and Information Systems Security Support Services. The ITOP II contract is accessible on a worldwide basis. The ITOP II Program consists of 35 contracts with 26 Industry Partners, including 13 large and 13 small/small disadvantaged businesses. The contract vehicle was awarded on January 13, 1999 with a contract ceiling of \$10 billion. Currently in the seventh year of a seven-year period, the ITOP II contract expires in January 2006. The ITOP II customer base spans many civilian and DoD agencies. The North American Industry Classification System (NAICS) used under ITOP II is 541519, Other Computer Related Services.

ITOP II PAST PERFORMANCE MANAGEMENT REPORT
CONTRACT YEAR 6

Industry Partners

The firms listed below comprise the cadre of current ITOP II Program Industry Partners. Note: The contractors with “no open task orders” could not be surveyed, as they had no activity on their ITOP II contract (s). The contractors with an asterisk have open task orders but no responses were received.

<u>Contractor</u>	<u>Contract Number</u>
Advanced Management Technologies, Inc.	GS-09F-0028Z
Advanced Management Technologies, Inc.	GS-09F-0048Z*
Allied Technology Group Inc. (no open task orders)	GS-09F-0040Z
Anteon Corporation (no open task orders)	GS-09F-0033Z
Booz Allen Hamilton, Inc.	GS-09F-0044Z
Booz Allen Hamilton, Inc.	GS-09F-0058Z*
Catapult Technology, Ltd.	GS-09F-0032Z
The Centech Group, Inc.	GS-09F-0027Z
Datamat Systems Research, Inc. (no open task orders)	GS-09F-0026Z
DigitalNet Government Solutions, LLC	GS-09F-0059Z
Computer Sciences Corporation	GS-09F-0034Z
Electronic Data Systems Corporation (no open task orders)	GS-09F-0054Z
FC Business Systems, Inc.	GS-09F-0030Z
FC Business Systems, Inc.	GS-09F-0050Z
Integrated Management Systems, Inc.	GS-09F-0039Z
L-3 Communications Govt. Services (no open task orders)	GS-09F-0051Z
Lockheed Martin Information Support Services, Inc.	GS-09F-0043Z*
Lockheed Martin Information Support Services, Inc.	GS-09F-0056Z
Natek, Inc. (no open task orders)	GS-09F-0031Z
Natek, Inc. (no open task orders)	GS-09F-0049Z
Northrop Grumman Information Technology, Inc.	GS-09F-0042Z*
Northrop Grumman Information Technology, Inc. (TASC)	GS-09F-0045Z
PEC Solutions, Inc.	GS-09F-0029Z
QSS Group, Inc.	GS-09F-0047Z
RS Information Systems, Inc.	GS-09F-0046Z
Science Applications International Corporation	GS-09F-0035Z
Science Applications International Corporation	GS-09F-0052Z
Signal Solutions, Inc. a GD Network System Company	GS-09F-0036Z
SRA International, Inc.	GS-09F-0037Z
SRA International, Inc.	GS-09F-0053Z
Stanley Associates	GS-09F-0055Z
Stanley Associates	GS-09F-0060Z
TWM Associates, Inc. (no open task orders)	GS-09F-0041Z
Unisys Corporation	GS-09F-0038Z*
Unisys Corporation	GS-09F-0057Z

ITOP II PAST PERFORMANCE MANAGEMENT REPORT
CONTRACT YEAR 6

ITOP II's Industry Partners are broken down into three functional areas, Information Systems Engineering (ISE), Information System Security (ISS) and Systems Operations & Management (SOM). For the purpose of this report the Government will compare Industry Partners within each category. Below is the list of Industry Partners with open task orders broken down into the three functional areas. Note: Those companies with an asterisk next to them have open task orders but did not receive a response.

ISE

The Centech Group, Inc.	GS-09F-0027Z
Advanced Management Technologies, Inc.	GS-09F-0028Z
PEC Solutions, Inc.	GS-09F-0029Z
FC Business Systems, Inc.	GS-09F-0030Z
Catapult Technology, LTD	GS-09F-0032Z
Computer Sciences Corporation	GS-09F-0034Z
Science Applications International Corporation	GS-09F-0035Z
Signal Solutions, Inc. a GD Network Systems Company	GS-09F-0036Z
SRA International, Inc.	GS-09F-0037Z
Unisys Corporation*	GS-09F-0038Z
Stanley Associates	GS-09F-0060Z

ISS

Integrated Management Systems, Inc.	GS-09F-0039Z
Northrop Grumman Information Technology, Inc. *	GS-09F-0042Z
Lockheed Martin Information Support Services, Inc.*	GS-09F-0043Z
Booz Allen Hamilton, Inc.	GS-09F-0044Z
Northrop Grumman Information Technology, Inc. TASC	GS-09F-0045Z
Digitalnet Government Solutions, LLC	GS-09F-0059Z

SOM

RS Information Systems, Inc.	GS-09F-0046Z
QSS Group, Inc.	GS-09F-0047Z
Advanced Management Technologies, Inc.*	GS-09F-0048Z
FC Business Systems, Inc.	GS-09F-0050Z
Science Applications International Corporation	GS-09F-0052Z
SRA International, Inc.	GS-09F-0053Z
Stanley Associates	GS-09F-0055Z
Lockheed Martin Information Support Services, Inc.	GS-09F-0056Z
Unisys Corporation	GS-09F-0057Z
Booz Allen Hamilton, Inc.*	GS-09F-0058Z

ITOP II PAST PERFORMANCE MANAGEMENT REPORT
CONTRACT YEAR 6

Program “Snapshot” Metrics

The following metrics are accurate through December 31, 2004, the end of the sixth contract year:

- ❖ Total Number of ITOP II Program client agencies: **26**
- ❖ Total Number of ITOP II Task Orders over the life of the contract: **182**
- ❖ Number of active ITOP II Task Orders in Contract Year 6: **78**
- ❖ Total Amount of ITOP II Contract Obligations: **\$4.987 Billion**
- ❖ Total Amount of ITOP II Contract Obligations in Contract Year 6: **\$694.4 Million**

ITOP II Clients

Top 5 ITOP II Client Agencies in terms of total contract obligations:

<u>Client</u>	<u>Total Obligations</u>
Transportation Security Administration	\$616M
National Aeronautics and Space Administration	\$479M
Federal Bureau of Investigation	\$306M
Department of Defense	\$236M
Department of the Navy	\$197M

Currently 66.34% of the dollars under ITOP II are associated with Transportation Security Administration (TSA). Currently 24.19% of the dollars under ITOP II are associated with the Department of Defense (DoD).

ITOP II PAST PERFORMANCE MANAGEMENT REPORT
CONTRACT YEAR 6

Purpose of Survey

The ITOP II Past Performance Survey serves a variety of functions by satisfying the contract administration requirements of Federal Acquisition Regulation (“FAR”) 42.15, *Contractor Performance Information*; General Services Acquisition Manual (“GSAM”), Subpart 542.15; and Office of Federal Procurement Policy (“OFPP”) *Best Practices for Collecting and Using Current and Past Performance Information* (May 2000) (See *Appendix ‘A’*). The survey provides information critical to justifying the exercise of contract options at the task order level and provides a performance feedback mechanism essential to Industry Partners. It is essential in evaluating their success at achieving high levels of client satisfaction and meeting GSA and Industry Partner organizational goals of continuous improvement.

Survey Methodology

The ITOP II Past Performance Survey was accomplished via a web-based questionnaire (see *Appendix ‘B’*) which was conducted during 16 February 2005 - 8 March 2005. Input was sought from all External and Internal Clients who utilized the ITOP II contract task order(s) during the sixth contract year covered by the survey. “External Clients” are client agency’s end-users, which include Direct Order/ Direct Billed Agency Contracting Officers, and “Internal Clients” are defined as GSA/FTS Project Managers.

Email requests with a link to the survey were sent to all participants. The survey consisted of 9 performance factors to be rated on a 5-point scale for each task order, with “5” being “Extremely Satisfied” and “1” being “Wholly Dissatisfied”. The survey also included an opportunity for the respondents to provide written comments.

“Web-surveyor” v. 4.1 software was used to collect the data.

A copy of the past performance evaluation was provided to each Industry Partner, during their individual debriefing. (See *Appendix C* for Debriefing Schedule.) During the corporate debriefings, discussions centered on specific task order scores, comments received from both the external and internal clients, and other areas of concern.

Individual reports (See *Appendix D*) were prepared for each Industry Partner that provided metrics specific to its company as well as overall averages for the entire program. The Enterprise GWAC Center’s Deputy Director and the ITOP II Procuring Contracting Officer, debriefed each Industry Partner on past performance results specific to their firm.

ITOP II PAST PERFORMANCE MANAGEMENT REPORT
CONTRACT YEAR 6

Survey Results

(Table A-1)

OVERALL SURVEY METRICS			
CONTRACT YEAR 6			
	External	Internal	Overall
No. of Survey Requests	78	26	104
No. of Responses Received	45	17	62
Response Rate	57.69%	65.38%	59.62%

(Table A-2)

SURVEY METRICS ISE			
CONTRACT YEAR 6			
	External	Internal	Overall
No. of Survey Requests	36	8	44
No. of Responses Received	25	5	30
Response Rate	69.44%	62.50%	68.18%

(Table A-3)

SURVEY METRICS ISS			
CONTRACT YEAR 6			
	External	Internal	Overall
No. of Survey Requests	5	1	6
No. of Responses Received	4	0	4
Response Rate	80.00%	0%	66.67%

(Table A-4)

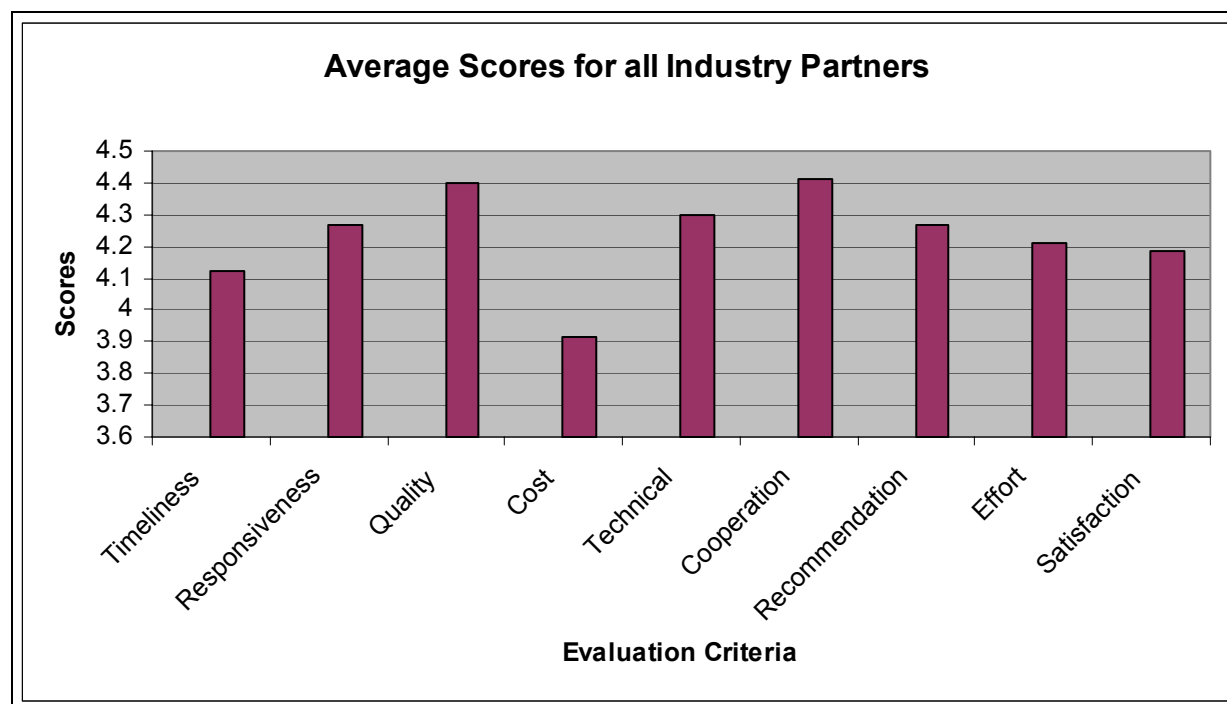
SURVEY METRICS SOM			
CONTRACT YEAR 6			
	External	Internal	Overall
No. of Survey Requests	37	17	54
No. of Responses Received	16	12	28
Response Rate	43.24%	70.59%	51.85%

ITOP II PAST PERFORMANCE MANAGEMENT REPORT
CONTRACT YEAR 6

Average Scores by Categories

The Table and Chart below show the average scores for all Industry Partners by individual Categories.

CATEGORY RANKING (OVERALL AVERAGE SCORE) CONTRACT YEAR 6		
Categories	Ranking	Average Score
Cooperation	1	4.41
Quality	2	4.40
Technical	3	4.30
Responsiveness	4	4.27
Recommendation	5	4.26
Effort	6	4.21
Satisfaction	7	4.19
Timeliness	8	4.12
Cost	9	3.92



ITOP II PAST PERFORMANCE MANAGEMENT REPORT
CONTRACT YEAR 6

Responses by Rating Factor

The combined percentages of the “Extremely Satisfied” and “Very Satisfied” rating factor responses are 81.8%. Below is a summary of the responses, segregated by rating factor.

RESPONSES BY RATING FACTOR		
CONTRACT YEAR 6		
Rating Factor	No. of Responses	% of Total Responses
Extremely/Very Satisfied	458	82.52%
Satisfied	92	16.58%
Dissatisfied	5	0.90%
Total	555	100%

